



Minutes of the Consumers Advisory Council meeting of the Technical Standards and Safety Authority (TSSA) held by teleconference at 9 a.m. on December 8, 2023.

Present: G. Rae Dulmage (Chair, PAC), Jay Jackson (EDAC), Sunaina Menezes (NGAC), Ron Morrison (BPVOE AC), Christine Simpson (SLAC), Kathryn Woodcock (ADAC), Sheila Johnson (ASL interpreter)

Alexandra Campbell, VP Communications & Stakeholder Relations; Lisa Hall, Director, Communications; Kristian Kennedy, Manager, Government Relations; OLGA Dias-Sousa and Kathy Pearsall, TSSA Advisory Council Support

1. Constitution of Meeting

The Chair, R. Dulmage, opened the meeting at 9:10 a.m.

a) Safety Moment

For the safety moment, council was given safety tips to observe during the holiday season.

2. Adoption of Agenda

Council adopted the agenda as presented.

3. Approval of Minutes of December 1, 2022

Council approved the April 27, 2023 minutes.

4. Review Action Items from Last Meeting

J. Jackson has renewed his membership for another term.

A. Campbell will circulate the updated Industry Terms of Reference today.

The Safety Education Fund will be discussed at today's meeting.

With respect to a question about LPA and CNG transport, A. Campbell said TSSA regulates everything that is stored, transported, and decanted. The Chair asked if this is on the downstream side, after production. A. Campbell replied that it is.



5. Chair's Update

The Chair said industry members said they see TSSA strategies moving ahead. The Chair said TSSA has come a long way with respect to awareness campaigns. There was good attendance at the annual meeting and good discussions. The new website will help solve invoicing problems.

6. Council Administration

A. Hussein has resigned from council.

R. Dulmage (PAC) and J. Jackson (EDAC) have renewed their memberships.

There is a vacancy on the Consumers Advisory Council for an LFAC representative. R. Dulmage and J. Jackson offered to distribute a call for a new member. [ACTION: Draft the Offer]

7. Verbal Reports from Fall 2023 Industry Council Meetings

a. Amusement Devices

K. Woodcock said plenary and advisory council meetings do not provide opportunities for free-flowing discussion. She suggested that in-camera meetings follow the breakout meetings, not the plenary meetings.

The Chair agreed that interactions are important at meetings.

b. BPVOE AC

R. Morrison said invoicing, recertification, and better communication with operating engineers and pressure vessel people are key issues. Overall, his group recognizes improvements in new TSSA systems and new people. The BPVOE AC is trying to improve relationships and information flow with insurers, the WSIB, and the Ontario Ministry of Labour. There are challenges and opportunities and council is pleased with TSSA's direction.

c. Elevating Devices AC

J. Jackson said he attended his first ED council meeting in the spring. There was significant discussion about delays in getting approvals for elevator improvements and billing issues. There was also considerable discussion about mandatory elevator outage reporting requirements. There is concern that the



frequency of outages seen by contractors is far greater than the volume of outages reported by owners. Accurate outage data are needed.

A. Campbell said TSSA will continue to educate the owners.

J. Jackson noted that reporting an outage is mandatory, yet there is no monetary penalty for failing to do so. A. Campbell said while there is currently no enforcement of penalties, the government is aware of the issue and is using the data to inform policy development.

J. Jackson said he read in the website Q&A that contractors can sign up to be outage reporters.

K. Kennedy said the website Q&A states that contractors cannot report outages. Only owners and licensees can report. J. Jackson said he will look for the source and send it to K. Kennedy. He said it would be helpful to allow tenants to report outages. K. Kennedy said the legal obligation rests with the owner.

K. Woodcock said the lack of repercussions for owners who fail to report is consistent with other failed accessibility plans. The AODA administration strategy insists on no accessibility enforcement at the provincial level. Consumer input to the policy is lacking. The Chair agreed.

The Chair said that no elevator at Union Station was working in September and asked if TSSA was informed. A. Campbell said TSSA jurisdiction applies only to residential elevators.

R. Morrison said a significant number of office buildings are being converted to residential buildings so there is a real need to know who does what and to ensure that the elevators are reliable. There must be enough technicians available to service them quickly. This is an issue worth keeping an eye on.

d. Liquid Fuels AC

The Chair said Theresa Espejo, UL Canada Inc, has joined the LFAC.

With respect to biofuels, the committee has a good understanding of CAD issues, compliance, and funding to change out equipment to accommodate a new fuel. The new website should solve a lot of administration problems.

There was a request to have local branch information about contractors available, but that is not easy to do.



With respect to mobile fuelling, a risk-based condition for licenses is being established. There is a problem with identifying locations.

With respect to training, electrification has affected students entering the trades. Colleges have cancelled programs and technicians are aging.

Harmonization of the codes has been addressed.

K. Kennedy asked if the latter discussions around code harmonization were raised in the context of the provincial nature of the liquid fuels handling in that there is no national code. Or were people referring to some other auxiliary code?

The Chair said fire chief Brian McBain wanted to know when the code would be updated.

K. Kennedy said the LF handling code was not updated in the last review.

The Chair said the B138 is national and an effort was being made to tie in liquid fuels. The cost to replace equipment is high.

e. Natural Gas AC

S. Menezes said there is nothing contentious happening.

f. Propane AC

J. Jackson summed up three highlights regarding lobbying for code adjustments that were discussed at the last meeting.

With respect to evacuating propane tanks, the question is who does it and who oversees it. The issue is that a truck driver can fill a tank, but not evacuate it, creating unnecessary delays. The industry is trying to get a government exemption or decree to allow other operators to assist in evacuation of propane tanks.

With respect to underground propane tanks, more people want to bury them near their homes which requires TSSA supervision. Owners are looking for an easement on that requirement.

With respect to duplications in permitting requirements for bulk transport trucks and cargo liners, Transport Canada and TSSA requirements overlap. The industry is looking for TSSA to step away.



The Chair said it is very concerning that there is a lack of qualified people.

J. Jackson said there are many videos online and companies selling adapters. Three provinces, including Ontario, have issued notices that it is illegal to change valves without training.

g. Ski Lift AC

C. Simpson said it is difficult to make snow when the temperature isn't cold enough. Most of the incident reporters are user related. On the TSSA website there are consumer bulletins, one for children. She questioned whether people are downloading them and whether this can be tracked.

8. Update on Public Awareness and Behaviour-Related Initiatives

L. Hall said the new website was launched on Nov 17. A key change is the creation of a clear space for the public to receive consumer-related information such as the need for carbon monoxide monitoring, where to get information about home elevator installation, and product recalls. She walked council members through various pages.

TSSA strives to influence behavioural change within the industry, such as having fuel-burning appliances inspected and having working CO alarms in homes.

The website will feature seasonal campaigns for topical issues.

The Chair said people need to be told to replace their CO alarms. Some like to unplug them when they make noise.

K. Woodcock suggested using TikTok and Instagram to reach a young audience.

L. Hall said LinkedIn and FaceBook are currently used. Other platforms will be explored.

R. Morrison suggested that the Canadian Association of Retired Persons (CARP) might be interested in safety information, such as what was presented in today's safety moment. As well, those who are regulated could be shown that hiring a TSSA-certified contractor adds value.

J. Jackson said TSSA is affiliated with the Consumers Council of Canada. As director of policy and strategy, he offered to share information using its Apple news channel and other venues.



9. Safety Education Fund

A. Campbell said the fund will be used for public safety research, education, and awareness. Contributions come from general revenues and there is a move to a one-time contribution from each CAC member.

a. TSSA Contributions

The Chair asked if \$192,000 is the amount in the fund. A. Campbell confirmed that it is.

b. Proposals

The Chair said three proposals were received on how to use the fund.

Proposal 1

The SL committee has identified that many people do not understand symbols, and that comprehension testing is advised. Many organizations use the international ISO 9186-1 test method. For example, Parks Canada has 700 symbols that meet the standard. The Chair suggested finding someone at a university to test comprehensions.

K. Woodcock said the work could be done by an undergraduate student as a thesis project at a much lower cost. She offered to reach out to the University of Waterloo.

The Chair said Parks Canada used a sample size of 150 and it cost \$13,000.

A. Campbell said she will recommend this as a project. [ACTION]

The Chair noted that a Laval University student did a PhD thesis on wayfinding, and that person might be able to recommend a student. K. Kennedy said there are explicit grant requirements for Ontario scholars. He will look into this. [ACTION]

Proposal 2

K. Woodcock said information needs to get out to amusement device and ski lift riders because manufacturers are not helpful in this. For example, more detailed messaging is needed to tell riders of the risks.



There are many waterslide injuries where people become separated from their tube. A study is needed to measure acceleration and tie this in with injury data. She suggested that perhaps TSSA can participate.

J. Jackson and the Chair supported K. Woodcock's proposal. K. Woodcock said the annual stipend for a graduate student is approximately \$19,000.

A. Campbell said she will find out if TSSA can contribute to this work by providing data. [ACTION]

Proposal 3

J. Jackson said there is a lack of consumer representations on technical standard development organizations. He and the Chair are members of the ISO consumer policy committee. The secretary general of the ISO has noted just 1% participation.

The suggestion is to sponsor a student and figure out which standard to support. It would stand with TSSA's commitment to consumer representation and its strategic direction.

K. Woodcock said she questions if this is what the Safety Education Fund is for. J. Jackson agreed.

J. Jackson said there is a need for younger blood in safety technical committees.

K. Woodcock said F24 meetings have about 300 people doing AD standards development, including up to 80 university-age people. This is a pipeline to a young age cohort.

A. Campbell agreed it may be outside the fund. It may be realistic for TSSA to consider paying for consumer participation at a TSSA-led engagement like the licensing initiative that is out for consultation now.

J. Jackson said, with respect to behavioural change measurements, TSSA should consider picking one very difficult problems and run a research project. The Chair asked if TSSA has identified specific areas of behaviour beyond the waterslides.

A. Campbell said it probably has.

K. Woodcock said Viola's risk report could be revisited. J. Jackson said there may be other behavioural solutions that can mitigate the results. The Chair said



Parks Canada uses human behaviour research to dictate how many garbage cans to supply. K. Woodcock said in 1955 visitors to Disneyland got a stick of gum and were watched too see how long it would take them to throw the wrapper on the ground.

10. Adjournment

The meeting adjourned at 11:14 a.m.